

**Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network**

**RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016**

**DHH – LA Emergency Response Network
14141 Airline Highway, Building One, Suite B
Baton Rouge, LA 70817**

**SPECIFICATIONS FOR CUSTODIAL SERVICES
INSTRUCTIONS, CONDITIONS, AND REQUIREMENTS**

SECTION

- I. General Conditions
 - 1. Description of Services
 - 2. Contractor Qualifications
 - 3. Supervision
 - 4. Qualifications of Personnel
 - 5. Scheduling Work and Reporting
 - 6. The Role of State Personnel in Contract Administration
 - 7. Security Clearance Requirements/Standards of Conduct
 - 8. Staffing Standards
 - 9. Correspondence
 - 10. Supplies/Equipment
 - 11. OSHA Guidelines Compliance
 - 12. Certified Payroll Records
 - 13. Building Information
 - 14. Frequency Schedule/Quality Control
 - 15. Inspections

Attachment #1 Supply List

Attachment #2 Equipment List

Attachment #3 Wage Statement

(SPO rev.5-30-13)

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

The intent of these specifications is to provide for a complete Custodial Service Program. The successful Contractor will be required to provide specified custodial services beginning July 1, 2016 through June 30, 2017.

I. General Conditions

All Contractor personnel are expected to work in a manner which will maintain the security and best interests of the DHH/LA Emergency Response Network, hereafter referred to as the Agency. The Agency reserves the right to require the Contractor to dismiss any employees deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of the Agency. The Contractor agrees that during the term of this contract, he and his employees will conduct themselves in a careful and prudent manner and that he will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

The Contractor shall not allow any person less than 18 years of age or any person that is not on the Contractor's payroll in the facility at any time.

The Contractor will be directly responsible for any and all damages to the buildings or their contents caused by Contractor employees.

The Contractor will be responsible for compliance with all Agency policies, security measures, and vehicle regulations. Any Contractor employee who is found to be in violation of this policy will be subject to immediate dismissal.

Although designated storage areas will be provided for storage of Contractor's equipment, materials, and supplies, the Agency shall not be responsible or liable for such equipment, materials, or supplies and the security thereof.

The Contractor will procure insurance as per attached insurance requirements, and shall show evidence of such insurance in the form of Certificate(s) of Insurance prior to contract award.

The Contractor will hold and save the Agency, its officers, agents, and employees harmless from liability of any nature or kind including costs and expenses for or any account of any law suit or damages of any character whatsoever resulting from injuries or damages sustained by any person or persons or property by virtue of performance of this contract by the Contractor or its agents.

The Contractor is to contract for goods, services, and employment in his firm's name only, and will not implicate the Agency directly or by inference in these transactions. The Contractor is to be in all respects an independent Contractor and none of his employees is to be regarded as employees of the Agency. The contract is not to be assigned or transferred by the Contractor to any subcontractor or any other party during the term of the contract unless approved by the Commissioner of Administration.

Method of Award: It is the intent of the State to award this contract on an all-or none basis.

At the option of the State of Louisiana and acceptance by the Contractor, this contract may be extended for two (2) additional twelve (12) month periods at the same terms and conditions, provided both parties are mutually agreeable. Total contract time may not exceed thirty-six (36) months.

The terms and conditions of this contract cannot be changed, altered, or modified in any way without the advance written approval of the Office of State Purchasing. If, because of reasons beyond the control of the Agency (e.g. fire), business operation in any or all of the facilities is interrupted or stopped, the Agency shall have the right to terminate this contract upon ten (10) days certified written notice without any penalty thereof.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

Contractor's bid price shall be sufficient to pay for all applicable federal and state withholdings, workmen's compensation, insurance, all licenses, and comply with the current minimum wage rate. All bidders should provide with their bid a cost breakdown detailing how the bid price was determined. The breakdown shall include the number of employees, cost of supplies, etc. This information shall be submitted within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.

1. Description of Services

1.1 Description of Services

The Contractor shall provide all supervision, labor, materials, supplies, and equipment and shall plan, coordinate, schedule, and assure effective performance of all service described herein. The Contractor shall provide all janitorial and related services in accordance with the requirements of this contract.

2. Contractor Minimum Qualifications

Contractors must demonstrate they have been in business satisfactorily providing similar services for at least the last five (5) years. Contractors shall show proof of a positive balance sheet and profitable business operations for at least four (4) of the last five (5) years.

Contractors shall provide, at a minimum, three (3) comparable references of current work being performed a preferably at other public sector facilities. These references must be for work done for comparable building(s).

Contractor must have one (1) project of approximately two thirds (2/3) or more of the square footage of this project, under a comparable scope of work, in which janitorial services have been satisfactorily rendered, for a period of not less than two (2) years.

The references must be printed on the facilities letterhead, dated within the last twelve (12) months, and should reflect the requirements listed above and must include the following:

1. Name of person, title, and telephone number to contact.
2. Type of facility.
3. Approximate square footage of facility.
4. Length of period employed at facility.
5. Company recommendation / rating of contractor's services.
6. Types of services performed by contractor at this facility.

If bidding as a master franchise for a franchisee, the references submitted shall be for that franchisee recommended for this contract and the recommended franchisee shall sign the bid in addition to the master franchise owner.

Each bidder should attach an organization profile of their company, including but not limited to the following information:

1. The year the company was formed.
2. Total number of years of company janitorial experience.
3. Total number of custodial employees employed with the company.
4. Total number of businesses (not residential) and/or comparable facilities under contract for janitorial services.
5. Total number of custodial employees (full-time and part-time) as well as management personnel bidder intends to utilize for all facilities in this contract.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

NOTE: References and company profile shall be submitted to the Office of State Purchasing within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.

3. Supervision

3.1 General

The Contractor shall arrange for satisfactory supervision of the contract work. It shall not be considered a responsibility of the Agency.

3.2 Contract Manager

The Contractor shall provide the name, address, telephone number, fax number and an e-mail address that can accept voice mail or electronic transmissions for the Contract Manager from the Office of State Purchasing, as well as, the Agency, **this information shall be submitted within five (5) working days after request. Unreasonable failure to provide the requested information will be cause to eliminate your bid from consideration at the State's discretion.**

All calls and messages shall be returned within a two-hour period. Functioning telephone, fax, cell phone numbers, and e-mail addresses that can accept voice mail communications or electronic transmissions must be maintained by the Contract Manager. Failure to return calls and messages within two hours will constitute grounds for placing Contractor in default. The contract manager is responsible for the management and scheduling of work to be performed under this contract. Any person filling this position must have prior approval. Any change in telephone, cell phone, and fax numbers or e-mail addresses must be made available to the Agency, as well as, the Office of State Purchasing within a twenty-four (24) hour period. **Failure to report these changes will constitute grounds for placing the Contractor in default.**

3.3 Onsite Supervisor

The Contractor shall provide the name, address, and telephone number of the onsite supervisor in writing to the Office of State Purchasing, as well as, to the Agency, **this information shall be submitted within five (5) working days after request. Unreasonable failure to provide the requested documents will be cause to eliminate your bid from consideration at the State's discretion.**

The term "onsite Supervisor" means person designated by the Contractor who has full authority to act on behalf of the Contractor on a day-to-day basis at the work site. Any person filling this position must have prior approval. Any change in telephone numbers must be made available to the Agency, as well as, State Purchasing within a twenty-four (24) hour period. **Failure to report these changes will constitute grounds for placing the Contractor in default.**

During the initial occupancy period, the onsite Supervisor may be designated from the custodial work force provided the specified qualifications are met. Once full-time supervisory activity is warranted, the Supervisor will discontinue activities as a custodial worker and devote full attention to contract supervision.

4. Qualifications of Personnel

4.1 Qualifications of the Contract Manager

The Contract Manager shall possess recent satisfactory (within the past five (5) years) experience in the management of custodial type operations of the approximate size building(s) to be cleaned under this contract. A detailed resume containing the information specified below must be submitted to the Office of State Purchasing and the Agency for approval; **this information shall be submitted within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.** Both new and replacement contract managers must meet these qualification standards:

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

- a. The full name of the proposed Contract Manager.
- b. The detailed description of the previous five (5) years employment history of the proposed Contract Manager.
- c. The name(s) and address(es) of the companies for whom the proposed managers worked for the past five (5) years along with the name(s) and telephone number(s) of his/her immediate supervisor.

4.2 Qualifications of Supervisory Employees (Onsite Supervision)

All supervisory personnel engaged in directing work to be accomplished under this contract shall possess recent satisfactory experience (within the past five (5) years) in directing cleaning operations in a supervisory capacity for buildings of the approximate size of the building(s) to be cleaned under this contract.

A detailed resume containing the information specified below must be submitted to the Office of State Purchasing and The Agency for approval; **this information shall be submitted within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.** Both new and replacement supervisors must meet these qualification standards:

- a. The full name of the supervisor.
- b. A detailed description of the previous five (5) years employment history of the proposed supervisor.
- c. The name(s) and address(es) of the companies for whom the proposed supervisor worked for the past five (5) years along with the name(s) and telephone number(s) of his/her immediate supervisor.

4.3 Qualifications of Other Contract Personnel

The personnel employed by the Contractor shall be capable employees, qualified in custodial type work. The building shall be staffed beginning the first day of work under the contract, which is projected to begin on Friday, July 1, 2016. The staff shall be trained, and experienced cleaning personnel that exhibit the capability of performing contract services with a minimum of supervision. All personnel will receive close and continuing first line supervision by the Contractor. Any non-compliance with terms of qualification will be cause for removal from the building.

Contractor should have in place training, education and development programs to ensure custodians are being properly trained. This should include blood borne pathogens, safety training, material handling and customer service. Contractor should be able to provide attendance documents for employee training sessions.

5. Scheduling Work and Reporting

5.1 Weekly Reports

The Contractor shall submit to the Agency a weekly work report of the jobs performed for comparison with the scheduled requirements. The report shall include all periodic work performed. Such reports will specify the location where work has been completed, for example; that rooms have been stripped and refinished; that rooms have been damp mopped and spray buffed, that high cleaning has been performed in all offices/rooms, bathrooms, call center, conference room, file room, hallways, kitchen, lobby, open areas, etc. The Agency contact will examine the Contractor's work on a daily basis.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 300005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

5.2 Quality Control Program

The Contractor shall establish a complete daily quality control program to assure the requirements of the contract are provided as specified. Within five (5) working days prior to the starting date of the contract or within the time agreed upon between Agency contact and Contractor, the Contractor shall submit a copy of his program to the Agency contact. The program shall include, but not be limited to the following:

- a. An inspection system covering all the services stated in the Frequency Schedule Quality Control section of this contract. A checklist used in inspecting contract performance during regularly scheduled or unscheduled inspections. The name(s) of the individual(s) who will perform the inspection.
- b. The checklist shall include every area of the operations serviced by the Contractor as well as every task required to be performed.
- c. A system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the State's inspectors point out the deficiencies.
- d. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to the Agency during the term of the contract.

6. The Role of DHH/LA Emergency Response Network in Contract Administration

The Agency contact has the responsibility of determining the adequacy of performance by the Contractor in accordance with the terms and conditions of this contract; acting as the Agency's representative in charge of work at the site; ensuring compliance with contract requirements insofar as the work is concerned; and advising the Agency of any factors which may cause delay in performance of the work.

He/she is also responsible for the day-to-day inspecting and monitoring of the Contractor's work. The responsibilities include, but are not limited to, inspecting the work to ensure compliance with the contract requirements; documenting through written inspection reports the results of all inspections conducted; following through to assure that all defects or omissions are corrected; conferring with representative of the Contractor regarding any problems encountered in the performance of the work and generally assisting the Agency contact in carrying out his responsibilities.

6.1 Inspection of Services

All services, which include services, performed, material furnished or utilized in the performance of services, and workmanship in the performance of services, shall be subject to inspection and test by the Agency to the extent practicable, at all times, and placed during the term of the contract. All inspections by the Agency shall be made in such a manner as not to unduly delay the work.

If any services are not in conformity with the requirements of the contract, the Agency shall have the right to take necessary steps to perform the services in conformity with the requirements of the contract as outlined in Section 15 C.

7. Security Clearance Requirements/Standards of Conduct

7.1 Security Clearance Requirements

The State reserves the right to request drug testing/screening at no additional cost to the State, for all janitorial/custodial employees by a certified laboratory of drug testing for each employee, (certified according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines). The report shall identify the drugs/metabolites tested for, whether positive or negative. The report shall also indicate the date and time of specimen collection, the date received by the laboratory and the date and time reported. Drug testing must include testing for the presence of marijuana, opiates, cocaine, amphetamine/meth-amphetamine and phencyclidine (PCP).

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

The state reserves the right to request additional drug screens for janitorial staff for reasonable cause. Any janitorial staff that tests positive on any drug screen(s) shall be immediately dismissed.

If at any time a change in personnel is made the Contractor must provide the Office of State Purchasing, as well as, the Agency information on new employee(s) before they may begin work. The Contractor shall be responsible for having a pool of at least two (2) additional employees for the sole purpose of emergencies that may occur, and /or replacement of janitorial staff. (As addressed in 8.5)

Contractor is to be responsible for all keys issued. Keys are not to be left in doors and Contractor is not to admit anyone to offices while work is in progress unless advised by the Agency Contact Representative. All doors are to be closed, locked, and checked before leaving the building. In the event of key loss, Contractor will reimburse Agency for replacement, or corrective measures, to include re-keying of affected locations.

7.2 Standards of Conduct

Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is also responsible for ensuring that his employees do not disturb papers on desks, open desk drawers, or cabinets, or use Agency computers, fax machines, telephones, copy machines, including any and all State owned property, materials, or supplies except as authorized. All contract employees will be required to enter and leave the premises through the main entrance / front door. All employee packages or other items brought into, or out of the facility will be subject to search.

8. **Staffing Standards**

8.1 Minimum Standards

The Contractor shall provide staffing to meet or exceed the following “minimum staffing standards” on the first day of work under the contract. These standards are “minimum” levels of staffing the facility shall be staffed to maintain optimum conditions of cleanliness. If the level of cleaning at any time is considered to be unacceptable to the Agency, then the Contractor will be required to increase his staff or take whatever measures are required at no additional cost to the Agency.

The Contractor is cautioned that the minimum daily staffing requirement may not be enough to accomplish all the routine daily task and does not include special or project cleaning as required under this contract. The determination of total staff hours required above the minimum to complete the required task is the sole responsibility of the Contractor.

Contractor should provide a copy of a detailed per hour pay rate with the bid package, for the Contract Manager, Onsite Supervisor, and Custodians. If this information is not included in the bid package it shall be submitted within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration. Changes to the pay rate for the Contract Manager, Onsite Supervisor, and Custodians must be forwarded to the DHH/LA Emergency Response Network and the Office of State Purchasing.

Part Time Staff Required: Supervisor, Custodians

The basic “part-time staff” is identified as 6 hours per week, excluding lunch time, travel time, etc.

8.2 Working Hours

Specified Daily Services All Building Days: All work shall be completed and ready for inspection by Agency representative at 12:00 PM daily.

Services shall be performed: Three days of the week on Monday, Wednesday and Friday. To be performed two hours each day.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

8.3 Contract Manager

The Contract Manager shall be the liaison between the Contractor and the Agency. The duties of the Contract Manager include but are not limited to work schedules, employee records, reports, and other correspondence to the campus, key security/issuance/collection, response to complaints, employee behavior/discipline, materials inventory control, and other duties.

8.4 Absenteeism

The Contractor shall provide relief personnel as necessary to ensure that each assignment is performed daily per contract specifications regardless of employee absenteeism. **If Contractor can not provide an employee for required work hours, the amount of hours of non-performance of contract will be deducted by the hourly rate of that employee from the monthly invoice.**

8.5 Work Hours

The Contractor's personnel should normally be employed on a **full two hour assignment**. However, unless otherwise directed in writing by the Agency, the Contractor may increase the number of employees during **any two hour shift**; provided that they will furnish at least one personnel per hours required, and further, that approval may be granted for an assignment of an employee if warranted by occupancy level. The specified minimum of personnel hours of work and supervision, which shall actually be performed, by the Contractor's personnel or the personnel of the Sub-Contractor in connection with this contract is as noted in "Staffing Standards".

8.6 Employee Records

The Contractor shall keep the records identified below for each employee performing the work described in the contract:

- a. Name
- b. Work Classification or Classifications
- c. Biweekly Hours Worked

The Contractor shall furnish a certified copy of such records to Agency contact at the end of each two (2) week period.

8.7 Principal Custodial Supervisor

The Contractor is to designate one employee on each shift worked as the principal custodial supervisor for that shift with full responsibility for directing the entire custodial crew working on his/her shift. Each principal supervisor is to be authorized to act for the Contractor in every detail; this person may also act as the onsite supervisor until such time as occupancy levels warrant full-time positions.

9. Correspondence

The Contractor or his designated officers shall respond to all inquiries, complaints, and other written correspondence from Agency personnel within the required number of days as specified in each notice. (See Section 15 C). Correspondence shall be on the Contractor's official stationery.

10. Supplies/Equipment

10. 1 Furnished by the Agency

**Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network**

**RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016**

- a. **Electrical power at existing outlets for the Contractor to operate such equipment as is necessary in the conduct of his work.**
- b. **Hot and cold water as necessary.**
- c. **Space in the various buildings for the storage of an inventory of supplies and equipment, which will be used in the performance of the work under the contract. The Agency will not be responsible in any way for damage or loss to the Contractor's supplies, materials, replacement parts, or equipment.**

10.2 Furnished By the Contractor

- a. **The Contractor shall furnish all supplies and materials necessary for the performance of the work of this contract unless otherwise specified herein. Should the Contractor not furnish the proper supplies or adequate quantity, the State will make a one-time purchase of the needed supplies and charge them against the Contractors invoice at the State's cost plus twenty percent (20%). **If the Contractor does not provide proper supplies after this action, then the Contractor will be in danger of default. Action placing the Contractor in default will be taken on the second occurrence during this contract.****
- b. **The Contractor shall provide the following products to be stocked in various dispensers:**
 - 1. **Plastic Trash Can Liners to line Agency trash cans**
 - 2. **Contractor shall supply his own liners for trash collection.**
 - 3. **Air Fresheners (Refills for existing dispensers).**
- c. **The Contractor shall furnish all cleaning equipment, vacuum cleaners, mops, brooms, etc. cleaning supplies, cleaners, cleaning powders, disinfectants, wood polish, etc. and any other items necessary to maintain the cleanliness and sanitation of the building at no additional charge to Agency.**

Specifications of materials supplied by the Contractor shall be of a quality to conform to those on "State Contract" such as Johnson's Wax Products as follows:

- 1. **Johnson's Floor Wax Products - "Pronto", "Plaza", "Showplace", "Technique"**
- 2. **Floor Sealer**
- 3. **Floor Stripper - Johnson's Products "Freedom"**

The Contractor shall submit Attachment #1 "Supply List" with the bid. The Contractor shall indicate on the Supply List the brand name and estimated quantities necessary for the performance of the contract. Failure to complete this list may be a basis for rejection of the bid. The Agency must approve the cleaning product and intended use of each of the materials proposed for use in the performance of the contract. The Contractor shall not use any material which the Agency determines would be unsuitable or harmful to the surfaces to which it is to be applied. The Agency reserves the right and sole discretion to reject any material, which does not meet the specifications or proves to be unequal to the Johnson's products specified above. All supplies provided by the Contractor shall be compatible with the existing facility dispensers.

- a. **Any material which the Agency suspects of not meeting State specifications shall be tested by a recognized testing laboratory at the Contractor's expense. A copy of the laboratory report giving the results of the test and a sample of each product, if requested, shall be submitted to the**

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

Agency prior to the starting date of the contract. These products shall meet the requirements established by applicable Federal and State laws or be considered unacceptable for use.

- b. All necessary cleaning equipment, including power driven floor scrubbing machines, waxing and polishing machines, industrial type vacuum cleaners, and all necessary motor trucks, etc., needed for the performance of the work shall be furnished by the Contractor. Such equipment shall be of the size and type customarily used in work of this kind and shall meet the approval of the Agency. No equipment shall be used which is harmful to the facility or its contents. **Failure to provide adequate equipment may be cause to terminate the contract.**
- c. All equipment must be in good working condition at all times. The Contractor will be responsible for all maintenance and repair costs necessary to keep their equipment in proper working condition, and for any cost necessary to repair damage to the equipment due to misuse, abuse, or neglect by his employees. Should any machine become unserviceable during the contract period, the Contractor shall furnish at his expense the equipment necessary to comply with the provisions of these specifications. Any non-working equipment shall be replaced/repared within twenty-four (24) hours. Contractor must notify the Agency contact of any changes in their equipment for the duration of the contract.
- d. The Contractor must complete Attachment # 2 Equipment List which serves to provide the Agency a listing of all equipment to be delivered to the facility. The Contractor shall indicate on the Equipment List the manufacturer and the quantity of equipment they have available for use under the contract. Failure to complete this list may be a basis for rejection of the bid as non-responsive.
- e. The Agency will conduct an equipment inventory. The purpose of the inventory is to ensure that all equipment is in operating condition and that the quantity and quality agreed upon at the award of the contract is the same. The Contractor shall accompany the designated person conducting the inventory.
- f. The Contractor and/or his employees are responsible for obtaining parking permits for all vehicles to be parked at the facility.
- g. The Contractor shall be responsible for maintaining the sanitary napkin/tampon waste receptacles owned by Agency in operable conditions.
- h. The Agency will not be responsible for theft.

11.0 OSHA Guideline Compliance:

- a. The Contractor will be responsible for furnishing the Agency with all Material Safety Data Sheets applicable to the products and chemicals being furnished by him under this contract. All products and chemicals used to provide services in this contract must be used in accordance with the safety methods set forth on the Material Safety Data Sheets. All products, chemicals, and application devices must be disposed of and or cleaned in accordance with the methods set forth on the Material Safety Data Sheets or as governed by Local, State or Federal laws. The Contractor shall be responsible for the education and compliance of all employees in the safe use, handling, and disposal of all products, chemicals, and application devices as related to the Material Safety Data Sheets. **Contractors found to be non-compliant with the safety methods set forth on the Material Safety Data Sheets will be referred by the Agency to local authorities for further investigation and action. Negligent and irresponsible actions by the Contractor or his employees will place the Contractor in danger of default.**
- b. Contractor shall comply with OSHA regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.
- c. Contractor shall use caution signs as required by OSHA regulation 1910.144 and 1910.145 at no additional cost to the agency. Cautions signs shall be on site on commencement of the contract.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 300005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

- d. Contractor shall comply with the OSHA standard 29CFR1910.1030 blood borne pathogens as it pertains to the training, safety and equipment needed for all employees engaged in providing custodial services.

12. Certified Payroll Records

Upon request in writing by the Agency, the Contractor shall within five (5) working days furnish a certified copy of the latest payroll period prior to the date of said request. This record shall reflect payments for all the Contractor's employees working under this contract during the payroll period. The State may request copies on any or all such payrolls during the life of this contract.

13. Building Information

The following is a list of the building to be serviced by the Contractor and included is the appropriate custodial square footage of 4,180 for the building. The square footage figures are listed for bidder convenience and no guarantees are made concerning their accuracy. The Contractor is responsible for verifying the size and condition of the facility.

An area shall be designated for storage of the Contractor's equipment, materials, and supplies, but the Agency shall not be responsible or liable for such equipment, materials, or supplies and the security thereof

Contractor shall seek, in writing, the advance written approval of Office of State Purchasing regarding any change, modification or alteration of the contract.

The Agency representative is to, at all times, have access to work when it is in progress.

The Agency shall recognize the following unpaid holidays during the contract term. The Contractor shall not be responsible for having any personnel in the facility on these holidays: New Year's Eve, New Year's Day, Martin Luther King Day, Mardi Gras Day, Good Friday, Independence Day, Labor Day, Thanksgiving Day and Day After, and Christmas Day.

The Contractor is responsible for cleaning and servicing all interior space of the above buildings with the following exceptions, which will be the responsibility of the Agency personnel to maintain:

- a. **All mechanical rooms, heater rooms, fan rooms, electrical rooms, etc.**
- b. **The inside of cabinets, cupboards, drawers, etc.**
- c. **Mechanical equipment area of Central Mechanical Plant, Central Stores Area, and warehouse Area.**

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

14. Frequency Schedule/Quality Control

Contractor shall provide, in writing, a calendar schedule of the exact day or date(s) all weekly, monthly, semi-annual and annual services shall be performed or commenced for the entire contract term. Schedule should be provided within one week of startup or within time agreed upon Agency contact and Contractor.

A. DAILY SERVICE REQUIREMENTS

1. Empty and wipe clean all wastebaskets.
QUALITY CONTROL STANDARD: Free of stains and stained litter.
2. Empty all pencil sharpeners.
QUALITY CONTROL STANDARD: No shavings present.
3. Sweep and/or dust mop and damp mop all non-carpeted floor surfaces.
QUALITY CONTROL STANDARD: Corners shall be dirt, cobwebs, and lint free. Door jambs and baseboards free of dirt and mop stain build-up. All debris, paper, lint, dust, and dirt removed.
4. Vacuum clean all rubber floors.
QUALITY CONTROL STANDARD: All debris, paper, lint balls, dirt, and gum removed from rubber floors, including in and around furniture edges (desks, tables and chairs), and equipment.
5. Wipe clean writing surfaces and trays.
QUALITY CONTROL STANDARD: Writing surfaces shall be wiped clean and free from dust build-up.
6. Wipe clean all entrance door glass, interior and exterior, and window panels, immediately adjacent to entrance doors. Frame and ledges wiped clean. Remove any tape from windows every Friday.
QUALITY CONTROL STANDARD: Glass must be clean and free of water spots, streaks, and dust.
7. Clean and polish all drinking fountains.
QUALITY CONTROL STANDARD: Free of water stains and alkaline deposits. Polish and dry using proper cleaners.
8. Broom or power sweep immediate entrance exterior areas in front of doorways.
QUALITY CONTROL STANDARD: Must be free of lint, paper, debris, and stains.
9. Dust all high walls and ceilings, counters, including file cabinets, desk tops, and telephones.
QUALITY CONTROL STANDARD: Free of dust, dirt, lint, handprints and stains.
10. Properly arrange office and staff dining furniture.
QUALITY CONTROL STANDARD: Chairs must be placed under tables and desks.
11. Restrooms: Sweep and wet-mop restroom floors with cleaner and disinfectant rinse.
QUALITY CONTROL STANDARD: Free of dirt (especially in corners), stains, paper, cobwebs, water, mop stains and debris. Baseboards and panel bases clean of dirt build-up and stains. Drains free of debris and hair.
12. Toilets/Urinals: Wash, clean, sanitize, and disinfect all toilets, urinals and toilet seats.
QUALITY CONTROL STANDARD: Toilets and urinals free of water build-up and stains, dust, dirt and spots. Flush valves clean and polished. Toilet seats up for use, free of spots and stains.
13. Spot wash restroom walls, partitions and doors.
QUALITY CONTROL STANDARD: Walls free of writing, dust and stains. Partitions and doors must be free of stains, writing, and dust. Ceilings, walls, and corners must be free of cobwebs.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

14. Clean restroom fixtures and chrome.
QUALITY CONTROL STANDARD: All fixtures, faucets, pipe (under sink) must be clean and free of water build-up, body oils and dirt.
15. Clean restroom mirrors.
QUALITY CONTROL STANDARD: Mirrors must be clean and free of water spots, streaks, and dust. No dust on ledges.
16. Clean and fill all restroom dispensers.
QUALITY CONTROL STANDARD: Dispensers must be stocked daily and maintained at adequate level (liquid, powder soap and paper products). Dispensers must be clean and dust free.
17. Damp mop spillage from all non-carpeted floor surfaces.
QUALITY CONTROL STANDARD: No visible debris, paper, spills, stains, gum, dirt, mop stains, food particles, or lint on floor, base, corners, walls, doorframes, baseboards, furniture, and all other surfaces shall be free of watermarks and splashing from cleaning solutions or wax.
18. Clean and sanitize kitchen area, including interior and exterior of microwave oven(s) and refrigerator(s), scrub sink and dish rack, wipe counter surface clean, empty garbage can(s), and replace paper towels as required. Wipe clean all table and chair surfaces and bases in Staff Lounge area. Deodorize as necessary. (No Dishes)
QUALITY CONTROL STANDARD: No visible spills, stains, watermarks, food particles, hand prints, grease, dirt, or offensive odors.
19. Spot clean all floors, as required to remove spots, spills and traffic dirt. Alternative cleaning methods may be used if satisfactorily demonstrated and approved by the Director of Facilities management.
QUALITY CONTROL STANDARD: Free from spills, stains, traffic dirt, rain (when applicable), paper, etc. Maintain a reasonable, normal cleanliness.
20. Keep custodial/janitorial closet(s) neat and orderly.
QUALITY CONTROL STANDARD: Clean, stocked, floor clean of stains and dirt. Equipment clean and orderly.
21. Report burned – out lights to the Facilities Management representative.
22. Leave only designated lights on.
23. Turn in lost item(s) to Administration.
24. Check and maintain building security during and upon completion of work, locking all doors that are to be locked.
25. When electrical service to a receptacle is interrupted due to overload by floor maintenance equipment, the problem receptacle must be reported immediately to The Agency contact.
26. Remove all trash to outside designated area.

B. WEEKLY SERVICE REQUIREMENTS:

To be completed by Wednesday of each week.

1. Vacuum and damp mop all rubber floors.
2. Spray buff all tile floors including restroom floors.
3. Dust Furniture.
4. Dust all window sills.
5. Dust work stations.
6. Clean light switches.

C. MONTHLY SERVICE REQUIREMENTS:

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

To be completed by the First Monday of Every Month.

1. Wipe clean all ceiling mounted and wall mounted HVAC supply and return air grills. Also clean adjacent ceiling tile and wall areas as necessary to provide dust and soil free area around grills.

D. QUARTERLY SERVICE REQUIREMENTS:

1. Polish all desks and furniture.
2. Clean all interior blinds and base boards throughout the facility.
3. Perform all functions specified under Section 14.A “Daily Service Requirements” once each quarter in all unoccupied areas.

E. SEMI-ANNUAL SERVICE REQUIREMENTS:

1. Strip and wax tile floors including restroom floors.
2. Strip and seal rubber floors.

F. ANNUAL SERVICE REQUIREMENTS:

1. Clean all overhead light fixtures.
2. Thoroughly clean all interior and exterior of all glass windows.
3. Clean restroom walls and partitions.

G. UTILITY WORK, FLOOR MAINTENANCE, FREQUENCY SCHEDULE FOR VINYL, VINYL ASBESTOS, OTHER SOFT FLOORING, CARPET, CERAMIC FLOOR, AND TERRAZZO.

1. The Contractor’s floor maintenance calendar schedule, once approved, will be used and adhered to with no changes from the schedule unless approved by the Agency representative.
2. **RUBBER FLOOR PROCEDURES:** Sweep, vacuum, dust mop, remove residue from floor. Wet mop with proper cleaners. Hi-speed or scrub as required to remove marks, let dry and apply proper coating as per manufacturer’s instructions.
QUALITY CONTROL STANDARD: Glossy shine with no powdering or streaked appearance. Walls, doors, frames, and furniture shall be free of residue. No streaking, no light or dark shaded areas, no staining. Furniture and walls shall be free of spills.
3. **CERAMIC FLOOR TILES:** Sweep, machine scrub floor using proper cleaners, hand scrub under and around partition panels, under toilets, corners, doorways, and door jamb(s). Rinse, damp mop floor and walls. Apply sealer to restroom floor only.
QUALITY CONTROL STANDARD: Free of soap cleaner residue. Corners free of machine marks, no dirt build-up visible in base, partition panels, doors, and door jamb(s).
4. **BUILDING DETAIL WORK PROCEDURE:**
 - a. Dust desks, chairs, tables and other office furniture, including chair rungs and bases, and glass tops.
 - b. Dust all ledges, flat surfaces within reach. Remove all cobwebs from corners, walls and ceilings.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

- c. Remove fingerprints and smudges from doors and walls.**
- d. Clean door fascia plates and thresholds.**
- e. Vacuum under cushions of upholstered furniture.**
- f. Dust or vacuum air return grills and registers in walls, doors, and ceilings.**
- g. Dust all window blinds and louvers.**

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

15. Inspections

- A. In order to monitor the quality of work performed by the Contractor, the Contract Manager and Agency contact shall conduct random inspections on all areas cleaned commencing quarterly. The intent of this contract is to receive acceptable, quality, complete, and uniform custodial services throughout each building or area on a daily basis. The Agency representative will choose the area(s) to be inspected, the days of inspection, and the number of inspections to be performed. The Agency shall be the sole judge of the quality of services and required frequency of the services.

- B. Rating System: There are four (4) grades of quality considered for each element; "Excellent", "good", "fair", and "poor".

The grade of excellent (10 points) signifies that the quality of work or services is as good as or better than the required standard.

"Good" (8 points) signifies that the quality of work or service in the particular element is similar to set the quality control standard required and is acceptable.

"Fair" (6points) indicates that the set quality is below the standard required and needs improvement.

Finally, the grade "poor" (4 points) indicates the quality of work is unacceptable.

The specifications state that the Contractor shall keep the grades at or above "good" (8 points) in all elements on a daily basis. The standard has been predetermined and entered for each element, as noted in contract section. "Frequency Schedule/Quality Control".

A Quality Control Form will be prepared by the Agency representative during the inspection routine noted above. Copies of the report will be distributed to the Contractor.

- C. The Office of State Purchasing will notify contractor of reported performance issue(s) submitted by Agency. Contractor shall respond to the reported performance issue(s), in writing to the Office of State Purchasing, as instructed in the notice. Contractor's failure to respond to agency's complaint of deficiencies in performance, or failure to satisfactorily respond to the Office of State Purchasing notice of performance issues within the required number of days specified in each notice will constitute grounds for placing Contractor in default.

Agency will submit to State Purchasing written documentation of non-performance issues and any attempts made by Agency or Contractor to resolve the performance issue(s). Copies of all supporting documentation must always be forwarded to the Office of State Purchasing for placement in the contract file as well as the contractor's vendor file.

Incidents of unsatisfactory cleaning performance, shortage of hours, or failure to comply with other terms of the contract will constitute grounds for placing Contractor in default and may, at the State's discretion, result in contract termination.

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

Attachment # 1

Supply List

Contractor is required to complete the list provided. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the contract rests with the contractor:

Item	Brand
Plastic Trash Can Liners	
Liquid Hand Soap	
Cleaner:	
Glass/Window	
Bathroom	
Toilet Bowl	
Multi-Purpose	
Floor Care:	
Stripper	
Finish	
Sealer	
Polish	
Metal Polish	
Furniture Polish	
Polish, Vinyl	
Polish, Wood	
Carpet Spot/Stain Remover	
Carpet Cleaner	
Disinfectant	
Tile Cleaner	
Gum Remover	
Dust Mop Treatment	
Floor Pads	
Upholstery Cleaner	
Wood Cleaner	
Porcelain Cleaner	
Stainless Steel Cleaner	
Brass Polish	

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

Attachment #2

Equipment List

Contractor is required to complete the list provided. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the equipment and supplies necessary and essential for performing the work specified in the contract rests with the Contractor.

Item	Manufacturer	Quantity
Vacuum:		
Commercial Grade, 1 ½ hp. Min.		
Wet/Dry Vacuum		
Backpack Vacuum		
Floor Scrub Machine		
High Speed Buffing Machine		
Low Speed Buffing Machine		
Broom – Indoor/Outdoor		
Dustpans		
Mop – Dust		
Mop - Dust (treated)		
Bucket		
Wringer		
Wet Floor Signs		
Mobile Trash Cans (w/caddy)		
Special High Cleaning Equipment		
Dusters (Lambswool or approved equal)		
Commode Brush		
Window Cleaning Tools		
Power Sweepers		

Attachment B – Specifications
Janitorial Service – DHH LA Emergency Response Network

RFx Number: 3000005516
File Number: X1000114439
Bid Opening Date: 05/06/2016

Job Title	Contract Hourly Pay Rate	Date
Contract Manager		
On-Site Supervisor		
Custodians		

Attachment # 3
Wage Statement